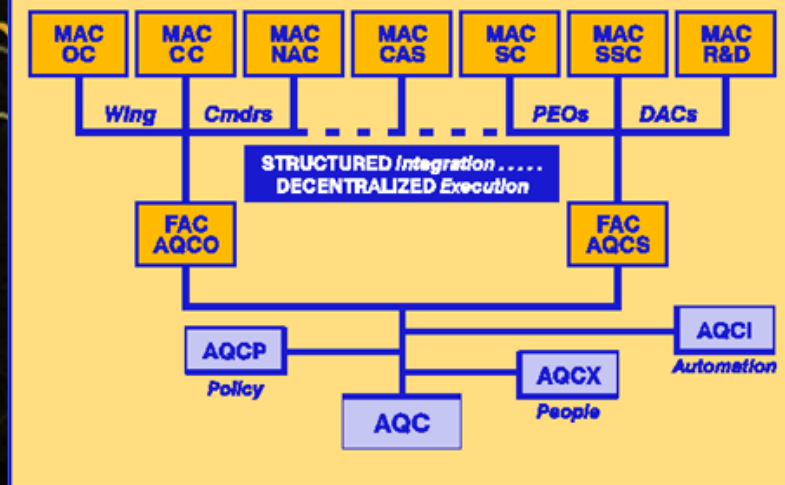


## Mission Area Champions (MAC)



Full Spectrum Support — A Continuum of Support from Base Services/Supplies to Systems Acquisition



A Forum to Bring Stakeholders Together — a Virtual Organization Communicating, Consensus Building, Committing, Assessing Policy — Unity of Purpose throughout each Mission Area

areas, simplifying our procurement tasks, and improving our contracts. With this opportunity comes a tremendous challenge to ensure our contracting processes, organizations, and tools are effectively re-engineered. We must maintain the concepts that have made us among the best in the Federal contracting work force. Yet we must rapidly adapt to the changed environment we will face in the 21<sup>st</sup> century. A good example is our goal to achieve paperless contracting by January 2000.

## Products

Contracting organizations purchase a wide spectrum of products including our most sophisticated weapon systems, construction and services to operate our installations, utilities, sustainment parts, and day-to-day operating supplies. It is crucial that our performance objectives are on target with the products (supplies and services) our customers require. We must retain the public's confidence while we help our customers perform their mission. Obtaining best value continues to be a key issue and objective in defense contracting. In this context, value has two distinct, but interrelated, aspects. First, we must obtain a fair and reasonable price for the products we buy, given the required quality and delivery schedule. Second, and equally important, we must get what we pay for. Only by doing so will we do our part to ensure the American public continues to benefit from the protection afforded by the world's most capable Air Force.

## Service

We are a service community. Our goal is to ensure our customers are supported on time, every time. Everything we do is aimed at supporting some aspect of the Air Force mission. Whether we are buying base services, supplies, spare parts, or major weapon systems, we must keep in mind our responsibility for outstanding service to our customers. We must be responsive and present the right attitude—a positive

attitude! Outstanding service means working closely with each of our customers as their 'business advisors' in order to understand and assist them with their requirements, and to meet their needs with the best possible business solutions. Ensuring top-quality products and services are delivered around the world, where and when required, is an exciting challenge—we must continue to excel!

## Mission Area Champions (MAC)

With over 8,300 contracting people at 105 locations, even with the best of plans, we are less effective if we do not establish strong communications with *all* our people—field locations *and* staffs! In addition, we must ensure our MAJCOM and Pentagon staffs better understand, from a mission area perspective, the problems we are asked to solve and the processes we are expected to improve. We must re-engineer and streamline our processes within and across mission areas. We will accomplish this by creating a robust communication network; by effective use of our Air Force, MAJCOM, center, and squadron home pages; and by networking with Mission Area Champions (MAC) from our MAJCOMs for the seven major mission areas in contracting: Operational Contracting (OC), Contingency Contracting (CC), Non-appropriated Contracting (NAC), Contract Administration Services (CAS), Research and Development Contracting (R&D), Sustainment Contracting (SSC), and Systems Contracting (SC). Mission Area Champions will advocate, with and on behalf of all the MAJCOMs, the best process improvements, practices, and problem resolutions within and across mission areas. The accompanying figures on previous page depict the overall Mission Area Champion structure and an example of a typical Mission Area Champion interface.